



Real Life Options People We Support Survey April 2019



EasyRead version



We ask people we support to tell us what they think about Real Life Options.



We ask people to tell us so that we know how to support you better.



We collected all the answers over 12 months to February 2019.



Many people think that Real Life Options does a good job - 95 percent



Many people are happy with the support they receive - 97 percent



Some people want more control to make decisions and choices - 16 percent. We will work harder to support this.



Thank you

David Sargent - Chief Executive Officer

Survey Questions and Results



A. Friends and Family

1. I can keep in touch with and spend time with the people who are important to me.



Yes

88 percent



Sometimes

10 percent



No

2 percent



2. I get the support I need to keep in touch with and spend time with the people who are important to me.



Yes

93 percent



Sometimes

6 percent



No

1 percent



B. Feeling Safe

1. I feel safe.



Yes

91 percent



Sometimes

8 percent



No

1 percent



2. I get the support I need to feel safe.



Yes

98 percent



Sometimes

2 percent



No

0 percent



C. Health

1. I feel healthy and well.



Yes

85 percent



Sometimes

13 percent



No

2 percent



2. I am supported to feel healthy and well.



Yes

93 percent



Sometimes

7 percent



No

0 percent



3. I get the support that I need to access health services.



Yes

95 percent



Sometimes

4 percent



No

1 percent



D. My home

1. I feel comfortable living in my home.



Yes

94 percent



Sometimes

5 percent



No

1 percent



2. I get on well with the people I share my home with.



Yes

88 percent



Sometimes

11 percent



No

1 percent



3. I get the support that I need to keep my home the way I like it.



Yes

96 percent



Sometimes

3 percent



No

1 percent



E. Activities

1. I do the things that are important to me.



Yes

94 percent



Sometimes

6 percent



No

0 percent



2. I get the support that I need to do the things that are important to me.



Yes

92 percent



Sometimes

8 percent



No

0 percent



3. I get the opportunity to try new things.



Yes

84 percent



Sometimes

15 percent



No

1 percent



F. Money

1. I get the support that I need to manage my money.



Yes

97 percent



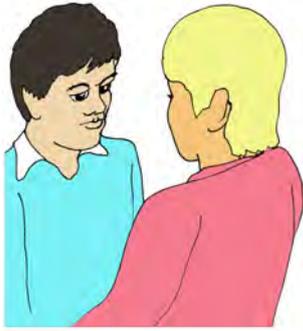
Sometimes

3 percent



No

0 percent



G. Happiness

1. If I am unhappy, I can tell someone who will listen.



Yes

93 percent



Sometimes

6 percent



No

1 percent



2. If I am unhappy, I get the support I need.



Yes

93 percent



Sometimes

6 percent



No

1 percent



H. Choice and control

1. I make decisions and choices about my life.



Yes

84 percent



Yes

14 percent



No

2 percent



2. I get the support that I need to make decisions and choices about my life.



Yes

89 percent



Sometimes

9 percent



No

2 percent



3. I make decisions and choices about my support.



Yes

79 percent



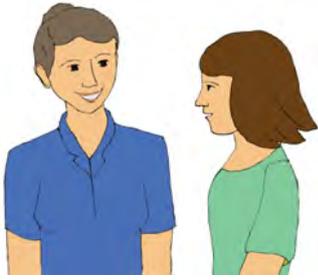
Sometimes

17 percent



No

4 percent



J. Staff who support me

1. Staff listen to me.



Yes

94 percent



Sometimes

6 percent



No

0 percent



2. Staff treat me well.



Yes

96 percent



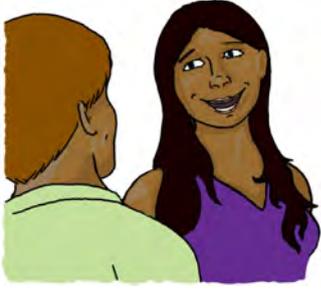
Sometimes

4 percent



No

0 percent



3. Staff are friendly.



Yes

98 percent



Sometimes

2 percent



No

0 percent



4. Staff are approachable.



Yes

98 percent



Sometimes

2 percent



No

0 percent



5. Staff know me well.



Yes

97 percent



Sometimes

2 percent



No

1 percent



6. I choose who supports me.



Yes

66 percent



Sometimes

23 percent



No

11 percent



7. Staff do what they say they will do



Yes

92 percent



Sometimes

8 percent



No

0 percent



K. Overall

1. I am happy with the support I receive.



Yes

97 percent



Sometimes

3 percent



No

0 percent



2. This organisation does a good job.



Yes

95 percent



Sometimes

5 percent



No

0 percent



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